

## JOB DESCRIPTION

**'Happy to talk about Flexible Working'**

<b>Job Title:</b>	Relief Assistant Shop Manager (RASM)
<b>Department:</b>	Retail
<b>Hospice Band:</b>	Retail Band 2
<b>Reports to:</b>	Retail Area Manager
<b>Responsible for:</b>	Shop volunteers
<b>DBS Required</b>	None

### Job Purpose

To assist Shop Managers in the allocated shop(s) to maximise income by managing day to day operations to the highest standard and providing excellent customer service to both donors and customers.

Through the Retail Area Manager, have a full understanding of the key responsibilities expected from the role.

To play a part in achieving the organisation's mission by supporting the work of the Hospice, both with assisting direct financial contribution and enhancing the image of the Hospice within the community through a professional and high-quality service.

### Main Duties and Responsibilities

#### Managerial and Leadership

- To own the daily operations in the absence of the Shop Manager
- Achieve income targets by maximising sales and donations
- Minimising cost by controlling direct shop expenses
- Provide the highest level of customer service to donors and customers
- Actively promote Gift Aid, achieve the targeted conversion rates and run the Gift Aid process
- Implement promotions as directed by Shop Manager or Retail Area Manager
- To effectively lead the shop volunteers, respectfully supporting their usual tasks and commitments to meet the shops KPI requirements
- To be open, honest, and respectful when communicating with the shop manager and Retail Area Manager, using the handover communications folder effectively to record daily operations, successes, and concerns

#### Commercial Awareness

- Maintain awareness of competitor activity in the local area (particularly in the charity / low-cost sector) and provide feedback to the Shop Manager
- Provide full debrief to Shop Manager with progress / activity carried out on days of responsibility
- To be confident in implementing commercial events/promotions/window display in the Managers absence
- To apply commercial changes to the shop floor as agreed with the shop manager or Retail Area Manger

## People

- Understand and lead by example to develop a positive team spirit and actively promote the work of the Hospice
- To assist the Shop Manager by providing advice and mentorship to the volunteers, to develop an efficient and effective team
- Lead by example, guide and coach the team to provide excellent customer service based on the Mystery Shopper criteria
- Assist the Shop Manager to ensure the shop is a safe environment that protects all staff, volunteers, and the public
- Ensure that you are briefed with all hospice and business information to be fully knowledgeable and compliant as required; communicate this to team in the absence of Shop Manager.
- Ensure the shop team comply with hospice policies and retail handbook
- Provide constructive feedback on team performance
- Foster good working relationships with all Hospice colleagues
- Be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time

## Shop Standards

- The shop is to be always immaculate to reflect the high standards of the organisation and to provide an excellent customer service.
- Maintain the shop as bright, clean, and inviting to all donors, customers, and visitors by complying to retail handbook guidelines
- The stock to be presented at the highest standard, both on shop floor and in window displays
- The shop team to be smartly presented and wearing their hospice badge for identification
- To hand the shop back to the shop manager as you would expect to receive it and fit for the next day's trade

## Stock

- Actively encourage all donations into the shop
- Lead by example and support to be able to accept, sort, price, steam and display goods for sale to maximise income within agreed guidelines
- To familiarise yourself with shop layout and status, ensuring the correct KPI levels are met for that setting
- Ensure optimum level of fully priced stock available on shop floor as per retail handbook at all times
- Assist with the rotation of stock as per retail guidelines to ensure the stock offer is optimised and current as per retail guidelines
- Assist with the compliance of the stock control process of bought-in goods to ensure effective and accurate stock holding
- To conduct stock takes in the absence of the shop manager or as instructed by the Retail Area Manager
- Understand the requirements of Trading Standards Regulations in the shop and ensure that staff are aware of these

## Health and Safety

- Comply with all H&S regulations within retail guidelines and hospice policy and ensure implemented by the team
- To ensure all H&S site checks are completed on the scheduled day/dates
- To familiarise yourself with the premises and the location of all emergency cut off points, utility meters and fire assembly points
- Hold shop keys, opening and closing the premises for trading hours ensuring that the hours are strictly adhered to; respond to emergency call out if, and when necessary.
- Ensure that security procedures are understood and implemented by all staff and volunteers
- Report any maintenance or H&S issues in the shop, to Shop Manager

## Operations

- Ensure all administration, finance and cash handling is completed accurately and securely on time and as detailed in retail handbook
- Ensure all KPI's are accurately input on the EPR system at the close of business
- Notify the Retail Area Manager / Shop Manager in the event of a suspected theft or dishonesty by any member of staff
- Ensure that keys/alarms and access to specified shop is organised in advance to scheduled shift

## General

- To carry out any other duties as reasonably requested by Shop Manager
- To work in any other shop as requested by Retail Area Manager
- Attend meetings or training sessions as required

## General Duties

### Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

### Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

## Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures



### **Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### **Information Governance**

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

### **Professional Development**

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

### **Safeguarding Children, Young People and Vulnerable Adults**

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs**



## PERSON SPECIFICATION

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Requirements	Essential	Desirable	How identified
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>A good standard of education</li> </ul>	<ul style="list-style-type: none"> <li>GCSE Maths/English or equivalent</li> <li>First aid trained</li> </ul>	A, C
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrable commercial retail experience</li> <li>Experience in motivating &amp; supervising a team or volunteers</li> <li>Experience of working to / achieving targets</li> <li>Basic Health and Safety knowledge</li> <li>Demonstrable experience of dealing with the public and proven customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>Charity retail experience</li> <li>Understanding of Gift Aid</li> <li>Experience to deal with difficult conversations</li> </ul>	A, I
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>Provides an excellent customer experience</li> <li>Numeracy skills pertinent to a retail environment, including cash handling</li> <li>IT and administration skills</li> <li>Ability to prioritise workload</li> <li>Excellent relationship building and interpersonal skills</li> <li>Organised &amp; methodical in the workplace</li> <li>Able to deal with challenging situations</li> <li>Able to work on own initiative</li> </ul>		A, I



	<ul style="list-style-type: none"> <li>• Sets and maintains high standards in self and others</li> <li>• Positive outlook with a professional can-do approach</li> <li>• Works as part of a team</li> <li>• Flexibility and adaptability to be able to work across the retail estate as needed</li> <li>• Committed to equal opportunities</li> <li>• Ability to work within a culturally diverse and changing environment</li> </ul>		
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**A= Application form**

**I=Interview**

**T=Test**

**C=Certificate**

